

City of Saint Paul - Parks and Recreation – Operations
Parks Worker Job Family Competency Matrix
Each competency builds upon the other as the class series progresses.

Effective Date: February 3, 2006

Classification Titles	Parks Worker I – Operations/Como Campus	Parks Worker II <i>Includes starred Groundswoker title.</i>	Parks Worker III	Grounds Crew Leader
	Occupation Code: 222B BU 72, Grade 08U: Salary Info	Occupation Code: 132B BU 72, Grade 14U: Salary Info	Occupation Code: 133B BU 72, Grade 15U: Salary Info	Occupation Code: 913 BU 72, Grade 07U: Salary Info
General Duty Statements	Performs routine manual labor in a park, on a playground, at a recreation center or other public grounds or buildings; and performs related duties as required. (Employees in this classification are hired for seasonal work.)	Performs manual labor required to maintain parks, parkways, recreation centers and structures thereon; drives vehicles and operates equipment used in the maintenance function; and performs related duties as required.	Performs manual labor, drives and operates vehicles requiring a CDL, drives other vehicles, and operates equipment to maintain public grounds and buildings such as parks, parkways, and recreation centers and performs related duties as required.	Provides work direction as a leader of a small crew performing grounds and/or building maintenance work at a variety of parks facilities including, the Como Zoo and Conservatory, recreation centers, weed and environmental health abatement, and performs related duties as required.
Supervision Received	Works under the close supervision of a unit supervisor, crew leader, or higher-level employee.	Works under the technical and general supervision of a unit supervisor, crew leader, or higher-level employee.	Works under the general supervision of a unit supervisor and/or crew leader.	Works under the general supervision of a supervisor.
Supervision Exercised	May provide orientation for lower-level workers as assigned.	May provide orientation and guide the work of lower-level workers as assigned.	Guides and trains lower-level employees or other temporary help as assigned.	Exercises, within a unit, immediate technical supervision directly over workers as assigned.

City of Saint Paul - Parks and Recreation – Operations
Parks Worker Job Family Competency Matrix
Each competency builds upon the other as the class series progresses.

Effective Date: February 3, 2006

Shared Competencies	Parks Worker I – Operations/Como Campus	Parks Worker II <i>Includes starred Groundworker title.</i>	Parks Worker III	Grounds Crew Leader
Technical Expertise, Technology Used and Work Methods	<p>Demonstrates a basic knowledge of grounds and building maintenance and an ability to learn and apply that knowledge to identify and resolve normal problems associated with the work.</p> <p>Demonstrates an ability to quickly learn and follow departmental and City policies.</p> <p>Demonstrates an ability to properly and safely operate and maintain a motor vehicle, small engine equipment and other equipment and tools in the performance of their assignments.</p> <p>Demonstrates an ability to follow and guide others in established safety practices and according to the manufacturers’ specifications and department procedures, the proper use and care of vehicles, equipment, and tools.</p> <p>Demonstrates an ability to lift equipment, tools, and supplies of up to 50 pounds, maneuver them around obstacles and under adverse conditions.</p> <p>Demonstrates an ability and willingness to work in all types of environmental conditions.</p>	<p>Demonstrates a basic understanding and familiarity with the procedures, techniques, terms and practices for proper maintenance of grounds and buildings. Demonstrates an ability to identify and apply this understanding to resolve routine problems associated with the work.</p> <p>Demonstrates an understanding and ability to follow departmental and City policies.</p> <p>Demonstrates knowledge of and an ability to properly and safely operate and maintain a motor vehicle, small engine equipment and other equipment and tools in the performance of their assignments</p> <p>Demonstrates an ability to follow, guide and orient others in established safety practices and according the manufacturers’ specifications and department procedures, the proper use and care of vehicles, equipment, and tools.</p> <p>Demonstrates an ability to recognize basic potential risks and liabilities, address routine risks, and refer issues when appropriate.</p> <p>Demonstrates an ability to lift equipment, tools, and supplies of up to 50 pounds, maneuver them around obstacles and under adverse conditions.</p> <p>Demonstrates an ability and willingness to work in all types of environmental conditions.</p>	<p>Demonstrates a good understanding and familiarity of the current policies, procedures, techniques, terms, and practices for proper maintenance of grounds and buildings. Demonstrates an ability to apply this understanding in independently resolving a full range of challenges associated with the work being performed.</p> <p>Demonstrates an understanding and ability to follow departmental and City policies.</p> <p>Demonstrates a comprehensive knowledge of and ability to properly and safely operate and maintain larger commercial vehicles, equipment and tools in the performance of their assignments.</p> <p>Demonstrates an ability to follow, guide and orient others in established safety practices and care of equipment procedures as indicated in manufactures’ specifications and department procedures.</p> <p>Demonstrates an ability to identify basic risks and liability implications associated with the work and take appropriate action to minimize those risks.</p> <p>Demonstrates an ability to lift equipment, tools, and supplies of up to 50 pounds, maneuver them around obstacles and under adverse conditions.</p> <p>Demonstrates an ability and willingness to work in all types of environmental conditions.</p>	<p>Demonstrates an expert understanding of the current organizational structure of the department and the City, its policies and procedures, and the procedures, techniques, terms and practices for proper maintenance of grounds and buildings. Demonstrates an ability to apply these to a full-range of work assignments and demonstrate to others how to apply this understanding.</p> <p>Demonstrates knowledge of related laws, rules, regulations, standards, manufacturers’ specifications, policies, and procedures applicable to the work.</p> <p>Demonstrates an understanding of the needs of various facilities and takes appropriate action to provide equipment, tools, and supplies and schedule and assign crews to complete project and program responsibilities.</p> <p>Demonstrates an expert understanding of the operation of maintenance equipment and tools, office equipment and computer software; demonstrates an ability to conduct analyses of equipment maintenance, replacement, or procurement needs for the entire operation and make appropriate recommendations. Demonstrates an ability to apply this understanding and ability to resolve the full range of work-related challenges.</p> <p>Demonstrates an ability to identify the full range of risks and liability implications. Demonstrates an ability to apply expertise in minimizing associated risks and refer the legal issues to a supervisor or the City Attorney’s Office. Demonstrates an ability to follow and train others in established safety practices, proper operations and maintenance procedures, and care of equipment.</p> <p>Demonstrates an understanding of the most current and effective work methods and an ability to instruct others in such best practices.</p> <p>Demonstrates an ability to lift equipment, tools, and supplies of up to 50 pounds, maneuver them around obstacles and under adverse conditions.</p> <p>Demonstrates an ability and willingness to work in all types of environmental conditions.</p>

City of Saint Paul - Parks and Recreation – Operations
Parks Worker Job Family Competency Matrix
Each competency builds upon the other as the class series progresses.

Effective Date: February 3, 2006

Shared Competencies	Parks Worker I – Operations/Como Campus	Parks Worker II <i>Includes starred Groundworker title.</i>	Parks Worker III	Grounds Crew Leader
Problem Solving, Prioritization, Project and Program Management, Planning and Finances	<p>Demonstrates an ability to gain an understanding of job assignments and a basic understanding of the department mission and vision.</p> <p>Demonstrates an ability to resolve routine problems and asks for help, or notifies the supervisor of problems that cannot be resolved or of decisions that need to be made. Demonstrates ability to use work order submission process.</p> <p>Demonstrates an ability to plan, organize, and prioritize own work, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to take responsibility for own action. Demonstrates initiative by anticipating and securing tools and equipment needed to complete assigned tasks.</p> <p>Demonstrates an ability to maintain grounds, buildings, and work areas in a neat, orderly, and quality manner.</p>	<p>Demonstrates an ability to quickly gain an understanding of the priorities, goals, and objectives of a project assignment and a basic understanding of the department mission and vision.</p> <p>Demonstrates an ability to resolve a range of problems associated with grounds and building maintenance in assigned area and asks for help or notifies the supervisor of problems that cannot be resolved. Demonstrates an ability to use work order submission process.</p> <p>Demonstrates an ability to plan, coordinate, and monitor work assigned.</p> <p>Demonstrates an ability to prioritize own work and coordinate the work of others, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates ability to take responsibility for own action, taking initiative by anticipating and planning next steps with assigned project.</p> <p>Demonstrates an ability to maintain grounds, buildings, and work areas in a neat, orderly, and quality manner. Demonstrates an understanding and an ability to proactively address work-related issues.</p>	<p>Demonstrates a complete understanding of the assigned priorities, goals, and objectives and a common understanding of the department mission and vision.</p> <p>Demonstrates an ability to resolve the full range of problems associated with grounds and building maintenance in the assigned area.</p> <p>Demonstrates an ability to plan, coordinate, monitor and manage work assigned. Demonstrates an ability to define and measure results.</p> <p>Demonstrates an ability to prioritize own work and coordinate the work of others, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to take responsibility for own action and takes initiative by anticipating and planning for steps with assigned project to most efficiently use time.</p> <p>Demonstrates an ability to maintain grounds, buildings, and work areas in a neat, orderly, and quality manner. Demonstrates an understanding and an ability to be mindful of others work so they can coordinate their work with others in the most effective and efficient manner possible.</p>	<p>Demonstrates an expert understanding of the priorities, goals, and objectives of the department; demonstrates a good understanding of the operations, and a common understanding of the departmental mission and vision.</p> <p>Demonstrates an ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates, consistently, an ability to independently prioritize one's own work and the work of others, including scheduling and assigning staff and resources.</p> <p>Demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with operations work.</p> <p>Demonstrates an ability to coordinate the procurement of materials and resources required for the effective completion of work of the unit, and demonstrates an ability to identify improvements in such procurement processes and procedures.</p> <p>Demonstrates an ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an ability to identify and resolve the most complex challenges associated with grounds and building maintenance. Coaches others in problem solving and decision making.</p> <p>Demonstrates an ability to plan, coordinate, monitor and manage crew projects and an ability to develop factors for measuring project success in assigned area of responsibility. Demonstrates an ability to appropriately monitor the overall distribution of projects. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to proactively lead others in maintaining grounds, buildings, and work areas in a neat, orderly, and quality manner.</p>

City of Saint Paul - Parks and Recreation – Operations
Parks Worker Job Family Competency Matrix
Each competency builds upon the other as the class series progresses.

Effective Date: February 3, 2006

Shared Competencies	Parks Worker I – Operations/Como Campus	Parks Worker II <i>Includes starred Groundworker title.</i>	Parks Worker III	Grounds Crew Leader
Communication	<p>Demonstrates an ability to effectively listen, speak, and interact tactfully in a work group or with the public.</p> <p>Demonstrates an ability to follow oral and written instructions.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates ability to complete required departmental forms, records, and daily reports.</p> <p>Demonstrates an ability to communicate equipment condition to their supervisor.</p>	<p>Demonstrates an ability to effectively listen, speak, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens and departmental staff.</p> <p>Demonstrates an ability to follow detailed oral and written instructions.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to develop positive working relationships with internal and external customers such as neighbors, Recreation Center Directors, and vendors.</p> <p>Demonstrates ability to complete required departmental forms, records, and daily reports in a clear and timely manner.</p> <p>Demonstrates an ability to communicate with their supervisor and coworkers on a daily basis.</p>	<p>Demonstrates an ability to effectively listen, speak, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens and departmental staff.</p> <p>Demonstrates an ability to follow moderately complex oral and written instructions.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to develop positive working relationships and an ability to influence internal and external customers such as neighbors, Recreation Center Directors, and vendors. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates ability to complete departmental forms, records, and daily reports in a clear and timely manner.</p> <p>Demonstrates ability to coordinate and communicate with their supervisor and departmental staff on a daily basis.</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens, vendors, and departmental staff; demonstrates an ability to respond to a variety of complaints in verbal and written form.</p> <p>Demonstrates an ability to consistently follow complex oral and written instructions from supervisors or departmental staff.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to coordinate and develop positive working relationships and an ability to influence internal and external customers such as neighbors, Recreation Center Directors, and vendors. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to foster two-way communication, to listen and be open to the views or suggestions from the crew and upper-level management.</p> <p>Demonstrates an ability to provide clear, sufficient, and timely information to the crew about plans, expectations, tasks, and activities.</p> <p>Demonstrates a written and verbal ability to appropriately respond to information requests from internal and external customers. Demonstrates an ability to produce effective reports, work orders, memoranda, and other correspondence to ensure proper communication with their supervisor and crew.</p> <p>Demonstrates an ability to coordinate and communicate with direct supervisor on a daily basis.</p>

City of Saint Paul - Parks and Recreation – Operations
Parks Worker Job Family Competency Matrix
Each competency builds upon the other as the class series progresses.

Effective Date: February 3, 2006

Shared Competencies	Parks Worker I – Operations/Como Campus	Parks Worker II <i>Includes starred Groundworker title.</i>	Parks Worker III	Grounds Crew Leader
Teamwork, Leadership, and/or Management	Demonstrates an ability to be an effective team member and accomplish the team's assignments within an agreed upon time line and established standards.	Demonstrates an ability to support the Operations team's effort by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.	Demonstrates an ability to support the efforts of the entire Operations team by consistently modeling a positive, proactive work ethic exhibited by embracing their role as a tenured employee and supporting the organization's goals.	Demonstrates an ability to support the efforts of the entire Operations team and the City by managing the efforts, behavior, and quality of the work produced by their assigned crews.
	Demonstrates effective team membership by being self motivated, accepting of assignments, and asking for or offering assistance to team members.	Demonstrates effective team membership by showing initiative, including finding more work to do when work is completed, being self motivated, accepting of assignments, and asking for or offering assistance to team members.	Demonstrates effective team membership by being self motivated, showing initiative, including finding more work to do when work is completed, managing their assignments independently adhering to work rules, and working within the team to create and maintain a positive image of the City.	Demonstrates an ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise with team members, exhibiting safe work practices when working as a member of the crew, and developing a trusting work relationship with the team members.
	Demonstrates an understanding of the specific roles, responsibilities, and expectations of employees within the team.	Demonstrates anticipatory leadership by understanding specific roles, and work responsibilities of others and anticipating how to effectively work together to accomplish the team's assigned tasks.	Demonstrates anticipatory leadership by understanding specific roles and responsibilities of others within the City and the department and using this information to effectively accomplish the Operations team's goals and objectives and assisting other members of the team.	Demonstrates an ability to manage the crew's priorities and work performance to achieve desired results. Demonstrates an ability to compile, manage, and report data that monitors performance.
	Demonstrates an ability to orient co-workers by modeling desired behavior, demonstrating tasks, and sharing information regarding informal and formal work rules.	Demonstrates an understanding of and an ability to lead co-workers to achieve desired results.	Demonstrates leadership abilities by sharing expertise and knowledge with lower-level employees or volunteers and working with management to improve processes, systems and organization.	Demonstrates an ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to assist the supervisor in conducting consistent, fair, and equitable performance evaluations.
	Demonstrates an ability to be punctual, adaptable, and accountable in individual daily work assignments. Demonstrates self management by organizing their time and prioritizing their work.	Demonstrates an ability to be punctual, adaptable, and accountable in their daily work assignments. Demonstrates an ability to self manage their time and appropriately prioritize their work assignments. Demonstrates an ability to make decisions independently and as a part of the group decision-making process. Demonstrates effective team membership by being self-motivated, accepting of assignments, and routinely taking the initiative to perform preventive maintenance of machinery and equipment.	Demonstrates an ability to assist in determining group performance standards and in monitoring individual and group progress. Demonstrates an ability to provide constructive feedback in review of employee performance and provide training and coaching for co-workers.	Demonstrates an ability to establish and maintain positive working relationship with the supervisor by maintaining two-way communications, producing consistent results, advocating for the crew when appropriate, and offering their expertise to improve processes, systems, and the organization. Demonstrates leadership ability by effectively balancing their primary responsibility to the crews they lead and their responsibilities as a member of the management team.

City of Saint Paul - Parks and Recreation – Operations
Parks Worker Job Family Competency Matrix
Each competency builds upon the other as the class series progresses.

Effective Date: February 3, 2006

Shared Competencies	Parks Worker I – Operations/Como Campus	Parks Worker II <i>Includes starred Groundworker title.</i>	Parks Worker III	Grounds Crew Leader
Customer Service	<p>Demonstrates an ability to quickly gain an understanding of Operations’ mission and vision and the associated customer service standards.</p> <p>Demonstrates an understanding of who the customer is and a respect for all customers, both internal City staff and the public.</p> <p>Demonstrates an ability to respond to basic needs of customers in a polite and respectful manner.</p> <p>Demonstrates an ability to know when to refer a customer service issue to a higher-level employee.</p> <p>Demonstrates a commitment to maintain and improve customer service by being attentive to the customer, listening to their concerns, and following through on what was communicated to the customer.</p> <p>Demonstrates an ability to learn from co-workers how to handle customer complaints, questions, or inquiries.</p> <p>Demonstrates an ability to assist in identifying and responding to the needs of the internal and external customers.</p>	<p>Demonstrates an understanding of Operations’ mission, vision, and associated customer service standards and an ability to apply those in day-to-day operations.</p> <p>Demonstrates an understanding of who the customer is and a respect for all customers, both internal City staff and the public.</p> <p>Demonstrates an ability to respond to routine customer needs in a polite and respectful manner; demonstrates an ability to establish a positive relationship with the Recreation Center Director.</p> <p>Demonstrates an understanding of the entire system, having taken the initiative to learn about the system, and an ability to know when to refer a customer service issue to a higher-level employee.</p> <p>Demonstrates a commitment to customer service by being patient, attentive, and respectful; demonstrates an ability to quickly respond to customer service issues that need to be directed to more knowledgeable staff members.</p> <p>Demonstrates an ability to assist in identifying and responding to the needs of the internal and external customers.</p> <p>Demonstrates an ability to apply their knowledge of the system to address customer concerns or better direct a customer to the appropriate resources.</p>	<p>Demonstrates an in-depth understanding of Operations’ mission, vision, and associated customer service standards by consistently working in accordance with those established standards and by encouraging and coaching co-workers to meet or exceed the standards.</p> <p>Demonstrates an understanding of who the customer is, an ability to identify customer needs, and promptly and appropriately respond to requests for service from customers.</p> <p>Demonstrates a commitment to customer service by proactively addressing customer service issues and exhibiting patience, attentiveness, and respectful behavior when addressing more complex customer service issues.</p> <p>Demonstrates an ability to assist in identifying overall customer service needs and providing input to develop appropriate customer service standards for the organization.</p> <p>Demonstrates an ability to establish effective working relationships within a service area and an ability to focus on issues most important to residents within that area. Demonstrates an ability to connect organizational resources and the customers needs in an effective manner.</p>	<p>Demonstrates an expert understanding of Operations’ mission, vision, and associated customer service standards by working to provide a positive example in consistently working in accordance with the established standards, by suggesting improvements to the standards, and by encouraging staff to meet and exceed the standards.</p> <p>Demonstrates an ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers by resolving those issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from team members or the public.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by co-workers and supervisors.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to the team members, training and coaching others in effective customer service strategies, and encouraging others to continually improve customer service.</p>

City of Saint Paul - Parks and Recreation – Operations
Parks Worker Job Family Competency Matrix
Each competency builds upon the other as the class series progresses.

Effective Date: February 3, 2006

Requirements				
	Parks Worker I – Operations/Como Campus	Parks Worker II <i>Includes starred Groundworker title.</i>	Parks Worker III	Grounds Crew Leader
Education, Certifications, and Registrations	Must be at least sixteen (16) years of age and must possess a valid Minnesota Class D driver's license, or equivalent out-of-state driver's license, with no moving violation suspensions or revocations, including DUI, within the one-year period prior to the date of appointment. Suspensions for parking-related offenses are excluded. A provisional driver's license without restriction will be accepted.	<p>Must be at least eighteen (18) years of age. Must have 1000 hours of experience or two seasons of full-time work in park maintenance or custodial work. Must possess a valid Minnesota Class D driver's license, or equivalent out-of-state driver's license, with no suspensions or revocations within the two-year period prior to the date of appointment. Suspensions for parking-related offenses are excluded. Applicants selected for this position must be available to work flexible hours and work when needed.</p> <p>Completion of department-created technical training program for Parks Worker II within the first 2080 hours of certified employment is desirable.</p>	<p>Must be at least eighteen (18) years of age. Must have 2080 hours of experience as a Parks Worker II or equivalent. Must possess a valid Commercial Driver's License (CDL) with endorsements for tanker and hazardous materials and no restriction for airbrakes, with no suspensions or revocations within the two-year period prior to the date of appointment. Suspensions for parking-related offenses are excluded. Must provide proof of Non-Commercial Pesticide Applicator's License, with categories: A & E presented to the hiring authority by time of appointment. Must maintain pesticide license.</p> <p>Prior completion of department-created technical training program for Parks Worker III is desirable.</p> <p>See exception in MOU dated 4/13/05. In summary, a hazardous materials endorsement on one's Commercial Driver's License is not required. However, should the City determine that any employee must possess such an endorsement as part of his/her assignment, that employee will be required to obtain and maintain the hazardous materials endorsement.</p>	<p>Two years of experience as a Parks Worker III with the City of Saint Paul or 4160 hours of equivalent experience that would have included maintenance of parks grounds and facilities and the maintenance and repair of related tools and equipment; or four years of experience as a Parks Worker II or 8320 hours of equivalent experience as listed above. Must possess a valid CDL with endorsements for tanker and hazardous materials and no restrictions for airbrakes, with no suspensions or revocations for driving-related offenses within the two-year period prior to date of appointment. Must possess a Non-Commercial Pesticide Applicator's License with categories: A & E presented to the hiring authority by time of appointment.</p> <p>Prior completion of department-created technical training program for Grounds Crew Leader is desirable.</p>